

COMMUNITY SERVICE OFFICER

DEFINITION

Under general supervision, performs a wide variety of civilian field and office law enforcement and crime prevention work in direct support of sworn personnel; performs a wide variety of general clerical duties in support of various department programs; and performs related work as required.

CLASS CHARACTERISTICS

Incumbents in this classification work independently under general supervision and within the framework of established procedures. A Community Service Officer is expected to work productively even in the absence of supervision. Incumbents in this classification receive general supervision from higher level supervisory and management staff.

EXAMPLES OF DUTIES (Illustrative Only)

- Reports to crime and accident scenes to collect and photograph evidence; maintains equipment related to crime and accident scene collection including darkroom, cameras, and fingerprinting kits
- Identifies, collects, preserves, processes and transports evidence and property; maintains evidence records and coordinates the transportation, collection, and disposal of evidence, narcotics, and weapons; preserves and stores property and evidence in compliance with law and department regulations; maintains and stocks supplies for evidence and property activities
- Directs traffic during special events and in emergency situations to ensure continued traffic flow; stops drivers who are operating vehicles in violation of the laws; warns drivers against unlawful practices; issues parking, registration, and non-hazardous citations
- Patrols an assigned area in a police vehicle; checks business and residential areas for the purpose of preventing criminal activity; notifies the Police Department of crimes in progress and hazardous situations; may assist sworn personnel in effecting arrests
- Answers calls for service in connection with the enforcement of municipal, county and state laws; serves non-hazardous subpoenas; may assist in the booking and transportation of prisoners
- Conducts preliminary or follow-up investigations of criminal activities, vehicle accidents, or other illegal or unusual incidents as assigned
- Performs a variety of clerical duties including record keeping, filing, indexing, report entry, and other specialized and general clerical work
- Processes traffic citations; places holds on vehicle registration for delinquent parking

citations; compiles statistical and audit reports on traffic citations; maintains and updates files

- Enters data into computer system from teletype networks; updates and retrieves data in computer system
- May train, assign and review the work of other employees as assigned
- Coordinates and cooperates with outside agencies, other law enforcement agencies and organizations to provide information or assistance as needed
- Responds to and resolves difficult and sensitive citizen inquiries and complaints
- Represents the City and the Police Department in a courteous, professional manner

QUALIFICATIONS

Knowledge of

- Modern principles, practices, and techniques of police science and operations
- Techniques and procedures of modern evidence collection, storage and disposal
- Standard two-way public safety radio broadcasting procedures and rules
- Modern office procedures, methods and computer equipment
- Correct English usage, spelling, punctuation and grammar
- Principles and practices of report writing for a law enforcement agency
- Record keeping principles and procedures
- Pertinent federal, state and local laws, codes, and regulations

Skill in

- Learning the use and care of automobiles, small firearms and other Police Department equipment
- Interpreting and applying City and Police Department policies, procedures, rules and regulations
- Reading, understanding and interpreting standard official legal documents
- Learning California statutory law as it pertains to incidents commonly documented and/or encountered by a Community Service Officer
- Exercising independent judgement and discretion in analyzing and resolving problems; working with a minimum of supervision
- Dealing with the public in a firm, courteous and tactful manner
- Maintaining accurate and complete records and reports
- Compiling data and preparing accurate reports
- Communicating effectively both orally and in writing
- Establishing and maintaining effective working relationships with those contacted in the course of work

A typical way of gaining the knowledge and skills outlined above is:

- Equivalent to the completion of the 12th grade, and at least one (1) year of recent full-

time experience dealing extensively with the general public and six (6) months of full time law enforcement and/or criminal justice system experience.

LICENSES AND CERTIFICATES

Possession of a valid California driver's license.

Possession of, or ability to obtain, a POST PC 832 certificate.

PHYSICAL DEMANDS

Ability to sit at a desk or in vehicle for long periods of time; safely operate a motor vehicle; intermittently twist, bend, squat, reach, walk and stand in an office and/or field environment; stand and walk for long periods of time in field environment; climb stairs and/or ladders while in the field; perform simple and power grasping; pushing and pulling; fine manipulation; lift moderate weight; manual dexterity to use standard office equipment and supplies including a keyboard; vision to read handwritten and printed materials and a computer screen; hearing and speech to communicate in person and by telephone and/or radio; may work unusual and prolonged work schedules as necessary.

FLSA: NE

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.